ProShip

HEALTHCARE SHIPPING:

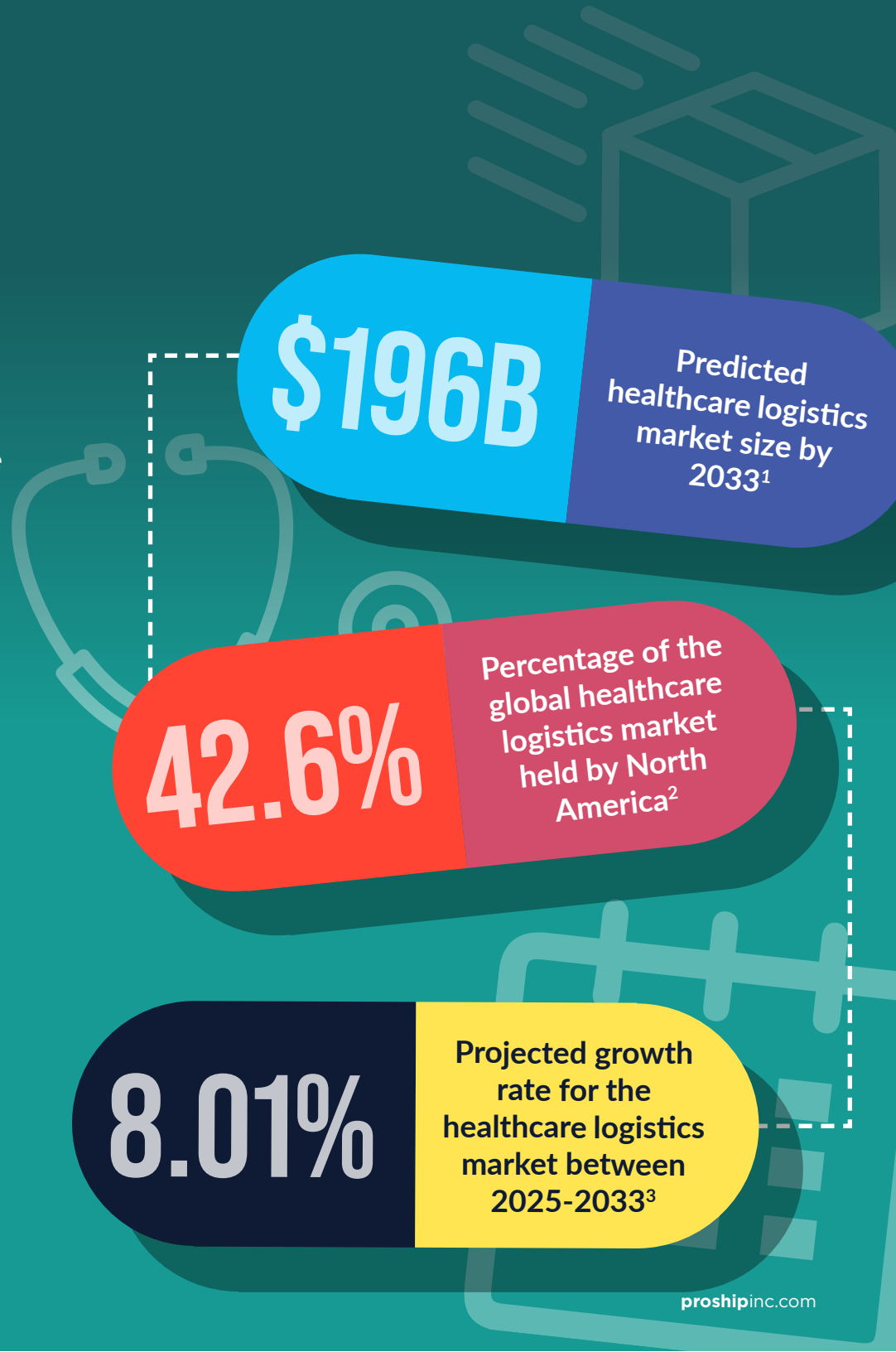
Get It Right, or Pay the Price

What's at Stake?

Every time you ship a healthcare product, you're moving a *critical* part of someone's health. A single mistake, such as a missed delivery, an outdated document, or a temperature swing, creates a ripple effect. The result is a compliance violation, a financial hit, and most importantly, a risk to patient outcomes.

The pressure is only going to get worse. This market is exploding, with one forecast predicting a value of $146.94 billion by 2029*. That growth is a tidal wave of new complexity. If you're still relying on shipping software built for a different era, you're building on shaky ground.

Keep reading for a candid look at the challenges ahead and a blueprint for a supply chain strategy that will put you in control. **Let's get healthcare shipping right.**



[1, 2, 3] Straits Research

The Rules Are Changing, and You're Not Ready

Healthcare shippers face stricter stakes than most industries. Compliance penalties and patient risks make errors unacceptable. A single delay or a mistake with paperwork can lead to a domino effect of consequences, from regulatory penalties to a loss of trust from your customers and partners. Here's why the market is growing so fast, and what it means for you:

Higher Volumes

- *More pharmaceutical products and medical devices are being shipped than ever before.*

Going Global

- *Supply chains are getting more global, which means more red tape and new compliance challenges.*

Bringing It Home

- *Rising healthcare costs are causing people to shift to home healthcare, boosting the adoption of personal medical devices.*

More Complexity

- *The regulations aren't getting any simpler. In fact, they're getting tougher.*

Increased Demand

- *The global population is aging, and with that comes a huge spike in demand for healthcare products.*

Beyond the Norm

- *Specialized logistics are now the norm, especially for sensitive products that need to stay a specific temperature.*

The Problems You're Already Facing (Whether You Know It or Not)

High Costs and Surcharges

You're probably dealing with costs that feel impossible to control, especially with the specialized nature of healthcare shipments. The lack of automation in manual processes further adds to inefficiencies and unnecessary costs.

A "One-Size-Fits-All" Software Solution

Your current software is a "one-size-fits-all" solution, which means it doesn't fit your unique healthcare needs at all. This creates disjointed information systems and hinders integration with other parts of your Enterprise Software Stack (ESS).

The Nightmare of Onboarding

Onboarding new carriers or a specific service, like UPS Premier or FedEx Surround, is often slow and inefficient. It shouldn't take forever to get a new shipping lane up and running, especially when you're under pressure.

The Problem with Compliance

You're struggling to meet those strict FDA validated regulations, and you're always one step away from a major audit issue. These regulations could be around registration, labeling, or packaging. Manual processes for tasks like label generation and creating documentation are prone to errors and can slow down operations.

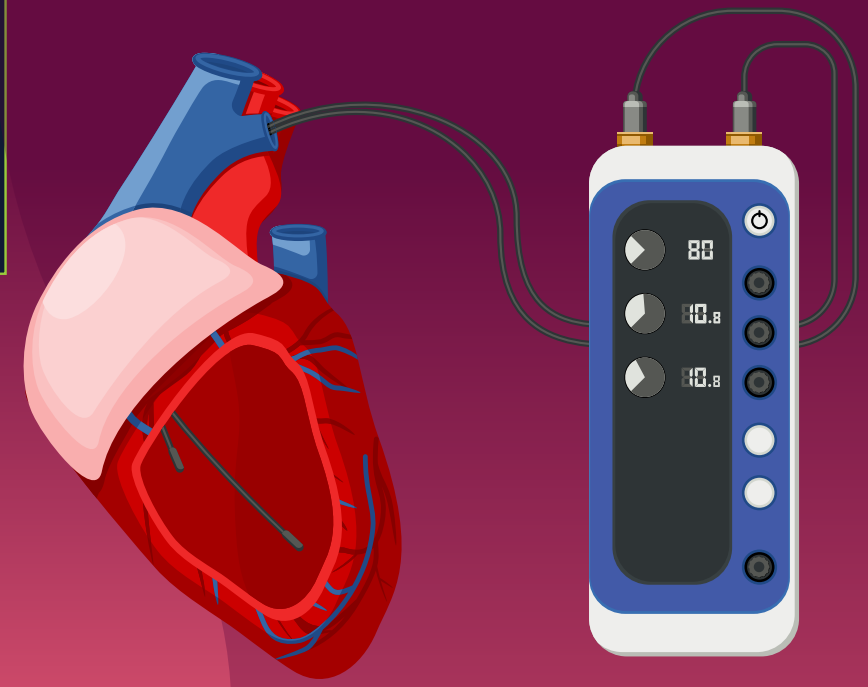
Legacy Systems Hold You Back

Your legacy systems aren't flexible. They can't adapt to new business rules, and they're holding you back from real growth and efficiency.

Dangerous Goods Shipments

Dangerous goods shipments are a constant headache, and a single mistake can put a stop to your entire operation. Learn More on the next page.

Deep Dive: Dangerous Goods and Hazmat Shipping



The challenges of shipping in the healthcare industry are complex, especially in the world of dangerous goods and hazmat. These shipments, from dry-iced medications to volatile chemicals, are governed by strict regulations. A single mistake can lead to fines, operational shutdowns, or a risk to public safety.

The Unavoidable Challenges

- ***Rigid Regulations:*** *Every hazmat shipment must comply with a multitude of rules from agencies like the FDA, DOT, and IATA. This includes proper classification, packaging, marking, and labeling for each substance.*
- ***Specialized Handling:*** *Unlike standard shipments, dangerous goods require specialized handling and dedicated services. Shippers must be trained, and packages must be prepared to withstand the unique conditions of transit.*
- ***High Costs and Surcharges:*** *The difficulty of these shipments comes with a price tag. Carriers often impose significant surcharges, and you could be paying more than you should.*

Navigating this complexity manually is a recipe for disaster. The most resilient healthcare supply chains treat hazmat compliance as a critical, automated part of their shipping process.

A powerful multi-carrier shipping solution can act as your first line of defense, providing a fully integrated hazmat shipping module. Adopting a robust technology solution turns a compliance burden into a source of competitive advantage.

Shipping with Dry Ice

Dry ice is a perfect example of a dangerous good that is common in healthcare shipping but requires meticulous attention to detail. It's a Class 9 Miscellaneous Dangerous Good that releases carbon dioxide, that can cause a pressure buildup in a sealed container, leading to an explosion.

The details matter when shipping dry ice...

Packaging — *You must use ventilated packaging (fiberboard, wood, or plastic) to allow the gas to escape.*

Labeling — *The package must clearly be marked with "dry ice" or "carbon monoxide, solid", the UN number, the net weight, and a Class 9 Miscellaneous Hazard label.*

Carrier Specifics — *Even carriers with dedicated healthcare services have strict requirements. For instance, FedEx requires shippers to be properly trained and prohibits the use of FedEx-branded packaging for most hazardous shipments.*

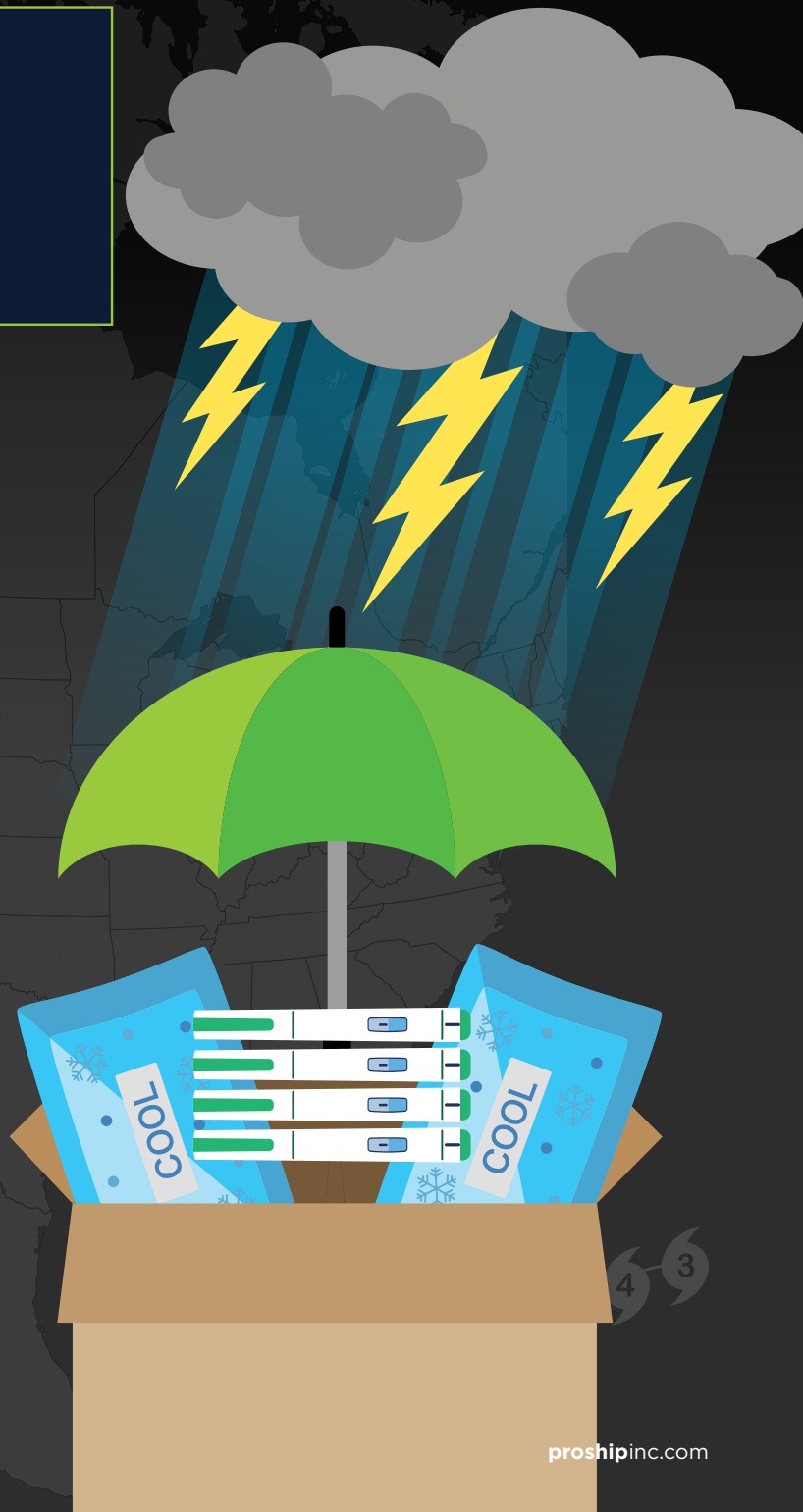
The Patient Impact of Weather-Driven Shipping Delays

Bad weather is one of the biggest disruptors in parcel shipping, and in healthcare, delays carry serious consequences. Storms, floods, and snow can shut down routes and hubs, leaving time-sensitive products, like prescriptions, devices, or temperature-controlled therapies, stuck in transit. In fact, **79% of respondents to a recent healthcare shipping survey reported that weather negatively affected their business over the past year.**

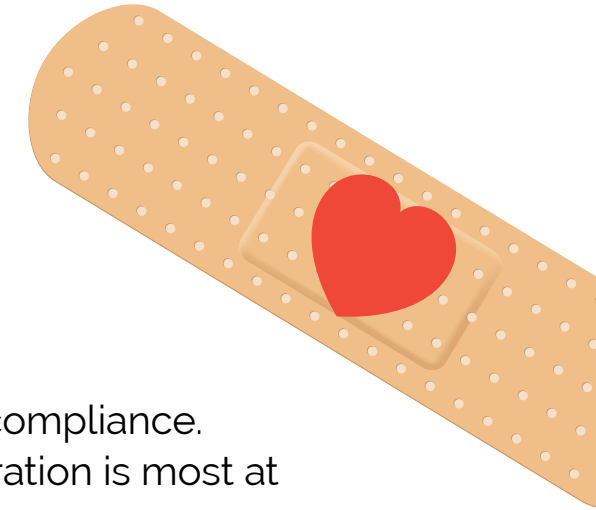
For patients, a delayed shipment isn't just inconvenient. A missed dose of medication or a therapy arriving late can put health and treatment outcomes at risk. In healthcare shipping, weather disruptions aren't just logistical—they're life-impacting.

28% *of healthcare shipping survey respondents noted increased demand for supply chain visibility and enhanced tracking to better coordinate shipments around anticipated bad weather.*[1]

[1] UPS Capital®



The Healthcare Compliance Scorecard: How Do You Measure Up?



Healthcare logistics decisions directly impact patient safety and regulatory compliance. Assess your standards honestly—not as a test, but to reveal where your operation is most at risk. Check all the boxes that apply.

Regulatory Compliance & Documentation

- ◯ *Regulatory compliance (FDA, DEA, HIPAA) relies on manual data entry and a reactive, not proactive, process.*
- ◯ *I'm not fully confident that all our shipments are compliant with current dangerous goods and hazmat regulations.*
- ◯ *Audits cause significant disruptions and require a large amount of manual work to prepare for.*
- ◯ *We don't have a reliable way to automate and manage the unique documentation requirements for international healthcare shipments.*

Financial & Operational Risk

- ◯ *We regularly incur surcharges and penalties from carriers due to a lack of visibility or outdated rates.*
- ◯ *Our team spends hours each week rekeying data from one system to another, leading to frequent errors.*
- ◯ *We struggle to onboard new carriers quickly, limiting our ability to adapt and find the best rates.*
- ◯ *We often don't know about a shipment delay until a customer calls us to complain or ask Where Is My Order (WISMO).*

Technology & Infrastructure

- ◯ *Our shipping software requires frequent updates, which causes downtime and interrupts our operations.*
- ◯ *The systems within our Enterprise Software Stack (ESS) don't seamlessly integrate, creating data silos and communication breakdowns.*
- ◯ *We have access to only 3 carriers or less, leaving us vulnerable to carrier-specific service interruptions or rate changes.*
- ◯ *Our current shipping solution feels like it's reaching its capacity, and we're worried it won't be able to handle future growth or peak season demand.*

The Results

Count the number of boxes you checked and see where you land on the risk scale.

1-4 Boxes Checked: Your operation is on solid ground, but there's room to improve. You may have some minor inefficiencies that could be addressed.

5-8 Boxes Checked: You're facing growing risks. If left unaddressed, these issues could impact compliance, increase costs, and jeopardize your ability to scale.

9+ Boxes Checked: Your supply chain is at high risk. You have significant vulnerabilities that are likely costing you time and money and could lead to major compliance issues or service disruptions.

The Blueprint for Getting It Right

Automate Compliance and Documentation

Smart Business Rules: Shield your parcel strategy against costly errors. Your shipping software should automatically handle compliance checks and generate the paperwork you need, so you can stop worrying about manual errors.

How to Do It

- ***Smart Business Rules:*** *Your shipping solution shouldn't just follow the rules, it should automate and streamline them. A good system lets you implement your own business rules, which can be FDA validated for a seamless audit trail.*

Learn how to streamline healthcare shipping and slash costs.

READ THE BLOG >

Diversify Your Carriers

Carrier Rate Shopping: You shouldn't be stuck with one or two options. With a good shipping system, you can easily add new global, national, and regional carriers to avoid surcharges and increase your shipping options.

How to Do It

- ***A Multi-Pronged Approach:*** *Leverage a diverse network of carriers that allows you to shop for the best mix of cost and speed on every package automatically. For critical shipments, we recommend Advanced Date Shopping that can guarantee delivery by a target date.*

Learn how Advanced Date Shopping works.

WATCH THE VIDEO >

Proactive Visibility, Not Reactive Chaos

It's About Experiences: Because of the nature of healthcare shipments, it's imperative to know where every package is, at all times. Monitoring tracking numbers allows you to get ahead of potential delays and communicate with your stakeholders before they even know there's a problem.

How to Do It

- ***Keep Customers Informed and DG Compliant:*** *Deliver a superior customer experience by proactively managing shipments with real-time updates, while your hazmat-ready shipping platform automatically handles regulations, labeling, and paperwork compliance.*

Discover why top-notch customer experiences equals shipping success.

READ THE BLOG >

A Foundation You Won't Outgrow

A Foundation You Won't Outgrow: You're not buying a new shipping system every few years. You need a platform that scales with your business, one that won't break with high volume and is always up-to-date.

How to Do It

- ***Peak Season, Protected:*** *Don't let outdated or sunsetting logistics software sink your peak season; choose a shipping platform built like a fortress, safeguarding sensitive data with robust encryption and PII/HIPAA compliance while handling the pressures of peak and beyond.*

Don't let sunsetting logistics software sink your peak season.

READ THE BLOG >

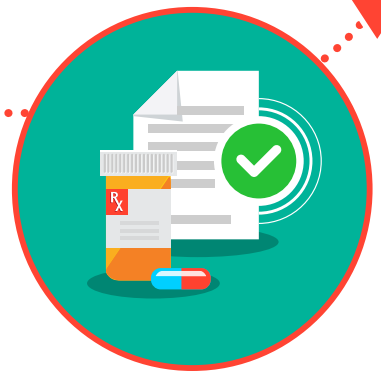
What It Looks Like When You Do It Right

A Medical Device Company

We helped a major medical device company shipping thousands of orders daily implement a system that automatically routed temperature-sensitive devices through designated carriers, rate-shopped for all other shipments, and consolidated facility orders when required—transforming parcel chaos into a streamlined, compliant process.

The ERP Connection

A major healthcare provider couldn't get their shipping software to talk to their existing ERP system. Before the change, their process was a nightmare of manual data entry, including reentering it from one system to the next. This led to frequent errors and significant delays. They implemented our shipping solution with proven integrations that finally unified their tech stack. Order data flows in real-time, shipping labels are generated automatically, and inventory is updated instantly.



The Importance of Adaptability

Regulations and carriers are always changing. We worked with a pharmaceutical distributor that needed their shipping software to adapt on the fly, without having to rebuild every time something new came up. For example, when the FDA introduced new documentation requirements for one of their drug products, the system needed to update its label and paperwork to stay compliant. Similarly, when a carrier changed its surcharges during peak season for a specific service, the shipping software automatically incorporated this change, ensuring the shipper was still getting the best rates without any interruption or manual intervention.

Healthcare Shipping Resources

Explore these additional ProShip healthcare shipping blogs to further your knowledge.

Learn why healthcare companies need multi-carrier shipping software now.

READ THE BLOG >

Discover the ROI of multi-carrier shipping software.

READ THE BLOG >

Learn how improper hazmat shipping can drain your transportation budget.

READ THE BLOG >

The Bottom Line

Here's the takeaway: You can either get ahead of the game or keep dealing with endless headaches, costs, and risks. **Organizations that modernize their healthcare shipping achieve measurable savings, reduce audit risk, and protect patient outcomes.** The path forward is clear; invest in technology built for healthcare's unique demands. It's how **our customers cut costs by up to 30%** and **stay compliant 100% of the time**. It's how you end capacity problems for good and ship at lightning speeds.

There's only one question left: **What are you waiting for?** Schedule a Discovery Call today.

SCHEDULE NOW >

ProShip
The last shipping software you'll ever need.

About ProShip, Inc.
ProShip's suite of leading multi-carrier shipping software solutions empower businesses of all sizes to simplify parcel and LTL workflows, automate shipping tasks, and take complete control of their shipping strategy. As a premier logistics provider exclusively dedicated to shipping software solutions, ProShip is committed to delivering powerful shipping software today and into the future. Trusted by leading brands, ProShip is the last shipping software you'll ever need. Visit www.proshipinc.com to learn more.

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